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November 22, 2002

EX PARTE

Ms. Marlene Dortch
Secretary
Federal Communications Commission
445 Twelfth Street, S.W.
Washington, D.C. 20554

**Re: WC Docket No. 02-314 – Application of Qwest
Communications International Inc. for
Authorization to Provide In-Region, InterLATA
Service in the States of Colorado, Idaho, Iowa,
Montana, Nebraska, North Dakota, Utah,
Washington and Wyoming**

Dear Ms. Dortch:

Qwest Communications International Inc. (“Qwest”) submits this filing at the request of Commission staff to describe the time period in which Qwest updated the majority of its Customer Service Records (“CSRs”) from June through September, 2002.

From June through September 2002, Qwest processed over 10,000,000 service orders. Qwest has reviewed the service orders processed during this time period, measuring the number of days it took for a CSR to post after the service order completed. For those service orders, 96.53% of CSRs posted within five days, which is an improvement over KPMG’s finding that 95.3% of CSR’s posted within Qwest’s three to five days during the OSS Test.¹ In addition, of the 10,000,000 service orders processed from June through September 2002, 87.12% of CSRs posted within 24 hours.

The twenty-page limit does not apply to this filing.

¹ See *Final Report*, Test Criterion 14-1-13.

Respectfully submitted,

Hance Haney

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